



S.U.C.C.E.S.S.

Senior Manager, Communications & Community Engagement (13601)

Closing date: September 7, 2026

URL: <https://successbc.bamboohr.com/careers/1024>

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

Division: Corporate Support

Program: Communications, Advocacy & Community Relations

Employment Type: Permanent Full-Time (35+ hours per week)

Number of Positions: 1

Compensation: \$102,000 - \$110,000 per annum

About the Position:

The Senior Manager, Communications & Community Engagement is a hands-on leadership role responsible for advancing S.U.C.C.E.S.S.'s reputation, visibility, stakeholder engagement, advocacy, and community partnerships. The incumbent develops and executes communications, marketing strategies, media relations, public affairs, and community engagement strategies that support organizational priorities across British Columbia and Canada.

Working closely with the CEO, the Senior Manager provides strategic communications counsel while directly producing high-quality content, supporting events and outreach, managing issues and media relations, and ensuring effective day-to-day delivery of communications priorities. The role requires critical thinking, practical execution, and relationship-building skills.

Reports to: Chief Executive Officer (CEO)

Key Duties & Responsibilities:

Communications Leadership

- Develop and implement communications and community engagement strategies aligned with organizational priorities
- Provide communications suggestions and direct support to the CEO and Executive Leadership Team.



- Train and support staff in implementing effective communications, marketing, and public engagement plans.
- Ensure consistent organizational messaging, brand positioning, and storytelling

Communications Delivery and Community Engagement

- Lead the planning and delivery of communications for announcements, events, media opportunities, advocacy initiatives, and stakeholder engagement activities.
- Manage day-to-day communications requests and provide practical support for events, media activities, issues management, and marketing initiatives.
- Build relationships with diverse communities, partners, funders, and stakeholders.
- Support advocacy initiatives through stakeholder engagement, public awareness campaigns, and community consultations.
- Identify opportunities to enhance S.U.C.C.E.S.S.'s profile, partnership, and influence.

Government and Public Affairs

- Develop and implement government relations and public affairs communications strategies.
- Prepare briefing notes, speeches, correspondence, presentations, key messages, and stakeholder materials
- Monitor policy, political, and sector developments affecting the organization.
- Coordinate executive participation in government announcements, consultations, and public forums.

Media Relations and Reputation Management

- Lead media relations, reputation management, and issues of communications in consultation with CEO.
- Develop media materials, including news releases, advisories, speaking notes, backgrounders, and opinion pieces.
- Build and maintain relationships with media and community influencers.

Content, Digital Communications and Brand Management

- Oversee and contribute to content creation for digital platforms, publications, reports, marketing materials, videos, social media, and executive communications.
- Lead storytelling and audience engagement strategies.
- Provide staff with training to ensure compliance with brand, accessibility, and communications standards. Lead the team to provide training in marketing.
- Use analytics and audience insights to measure and improve performance.



Internal Communications

- Lead employee communications that support engagement, culture, alignment, and change management, in consultation with CEO.
- Draft and coordinate leadership communications, staff updates, and corporate announcements.
- Manage internal communication channels and editorial planning.

Leadership and Team Management

- Lead, mentor, and develop team members while actively contributing to priority deliverables. Play a supportive role in marketing activities and collaborate with program staff.
- Manage department work plans, budget, inputs, vendors, consultants, project resources, and production timelines.
- Establish and monitor performance measures for communications and engagement initiatives.

Education, Training and Experience:

Education

- Bachelor's degree in Communications, Public Relations, Journalism, Marketing, Public Affairs, Community Development, or related discipline.
- Professional designation in communications, public relations, public affairs, or leadership is considered an asset.

Experience

- Minimum 8 years of progressively responsible experience in strategic communications, public affairs, community engagement, media relations, stakeholder relations, or related fields.
- Minimum 3 to 5 years of leadership experience managing staff, consultants, vendors, and complex projects.
- Demonstrated experience developing and executing integrated communications and engagement strategies, including direct production of materials, event delivery, and stakeholder initiatives.
- Experience working with government, community organizations, media, funders, and senior leadership teams.
- Experience in the non-profit, social services, healthcare, housing settlement, or public sector environment is strongly preferred.



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Job Skills and Abilities:

- Strong strategic planning, communications, stakeholder engagement, and practical implementation skills.
- Exceptional hands-on writing, editing, speechwriting, content development, and presentation skills.
- Sound understanding of media relations, public affairs, advocacy, issues management, and crisis communications.
- Excellent interpersonal, consultation, facilitation, and relationship-building skills with staff, volunteers, government, partners, and community leaders.
- Strong project management, organizational, analytical, problem-solving, and follow-through skills.
- Ability to balance strategic priorities with hands-on deliverables in a fast-paced environment with shifting deadlines.
- Knowledge of BC's social services and non-profit landscape, including community development and service delivery models.
- Proficiency with Microsoft Office, SharePoint, website content management systems, email marketing platforms, Envoke, and social media analytics is preferred.
- Additional language proficiency is considered an asset.

Additional Information:

- Onsite work required; remote work available only when operationally appropriate.
- This position requires business travel; evening and weekend work may be required.

About S.U.C.C.E.S.S.:

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations. S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

At S.U.C.C.E.S.S., we take care of our communities and our people!





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Our staff is the source of our success and we make it a priority to ensure work-life balance for our staff. We offer a range competitive and comprehensive benefit packages to ensure the well-being our staff. Subject to the type of employment, benefit packages may include:

- paid time off 'monthly wellness days' (up to 12 days per year)
- additional agency holidays (2 additional statutory holidays)
- 4 weeks annual vacation (starting) and up to 7 weeks (maximum)
- company-funded pension (GRRSP)
- extended health & dental plan
- employee & family assistance programs
- access to wellness programs, and more

S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

Interested applicants should submit their applications to Jean Chien, at jean.chien@success.bc.ca by 11:59pm, September 7, 2026.

While we appreciate all applications, only those selected for an interview will be contacted.

